

## Display Screen Equipment policy

<b>Date</b>	19 February 2016		
<b>Policy title</b>	NEW Devon CCG Display Screen Equipment (DSE) Policy		
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<b>Supporting Executive(s)</b>	Janet Fitzgerald Director of Governance		
<b>Supporting Executive Approval Date:</b>	09 February 2016		
<b>Purpose of Policy</b>	<b>Decision</b>	✓	
	<b>Assurance</b>		
	<b>Information</b>		
<b>FOI Status</b>	<b>Public</b>	✓	
	<b>Private</b>		
<b>Category of Policy</b>	<b>Decision</b>	✓	
	<b>Position Statement</b>		
	<b>Information</b>		
<b>Does this document place Individuals at the Centre</b>	<b>Y</b>	<b>N</b>	
	✓		
<b>Actions Requested</b>	To approve		
<b>Which other committees has this item been to?</b>	Staff Forum approved 09 February 2016		
<b>Reference to other documents</b>	Health & Safety at Work Act 1974		
<b>Have the legal implications been</b>	Yes		

considered?			
<b>Equality Impact Assessment</b>			
<b>Who does the proposed piece of work affect?</b>	Staff	✓	
	Patients	✓	
	Carers		
	Public		
		Yes	No
1. Will the proposal have any impact on discrimination, equality of opportunity or relations between groups?			✓
2. Is the proposal controversial in any way (including media, academic, voluntary or sector specific interest) about the proposed work?			✓
3. Will there be a positive benefit to the users or workforce as a result of the proposed work?		✓	
4. Will the users or workforce be disadvantaged as a result of the proposed work?			✓
5. Is there doubt about answers to any of the above questions (e.g. there is not enough information to draw a conclusion)?			✓

If the answer to any of the above questions is yes (other than question 3) or you are unsure of your answers to any of the above you should provide further information using **Screening Form One** available from Corporate Services

If an equality assessment is not required briefly explain why and provide evidence for the decision.

## Reference to Core Strategies and Corporate Objectives

Core Strategies, we will:	Corporate Objective	Does this report reference to the Core Strategies/ Corporate Objectives	
		✓	X
1. Take joint ownership with partners and the public for creating sustainable health and care services	1.1 Develop people, and those who support them, to value strengths and personal qualities in all that they do	✓	
	1.2 Listen to people and take action on what they say about services	✓	
2. Implement systems that make the best use of valuable health resources, every time	2.1 Innovate to increase productivity and reduce waste	✓	
	2.2 Commission safe services and reduce avoidable harm	✓	
3. Commission to prevent ill health, promote well-being and help people with long-term conditions to live well	3.1 Support people to make healthy lifestyle choices and understand the care, treatment and services available to them	✓	
	3.2 Commission services with partners to reduce health inequalities and improve people's lives	✓	

## Display Screen Equipment (DSE) Policy

<b>Document Status:</b>	Draft
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<b>DOCUMENT CHANGE HISTORY</b>		
<b>Version:</b>	<b>Date:</b>	<b>Comments</b> (i.e. viewed, or reviewed, amended, approved by person or committee)
1	March 2014	
2	January 2016	<p>Document reviewed</p> <p>5.1 removed Governance team as point of information and advice</p> <p>6.2 Corrective appliance includes the provision of specialist chairs, mice and keyboards.</p> <p>7.1 added that they eye test reimbursement would be no more that annually</p> <p>Appendix B note added to say that reimbursements are only valid for 6 months from the date of receipt.</p>
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<b>Scrutinised by: (name &amp; title)</b> Clare Doble Head of Governance HR – Stacey Jones Equality and diversity – Andrew Stevens Staff Forum – Approved 09 February 2016		
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<b>Linked strategies, policies and other documents</b>	NEW Devon CCG Health and safety policy  Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health & Safety (Miscellaneous Amendments) Regulations 2002
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## 1. Introduction

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- 1.1 Many Northern Eastern and Western Devon Clinical Commissioning Group (NEW Devon CCG) employees spend a significant proportion of their working week using Display Screen Equipment (DSE). NEW Devon CCG will take all reasonable practicable measures to prevent or mitigate risk to employees' health associated with DSE use and will comply with the Health and Safety (Display Screen Equipment) Regulations 1992 as amended by the Health & Safety (Miscellaneous Amendments) Regulations 2002, and in line with the CCG Health & Safety policy.

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## 2. Aims

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2.1 NEW Devon CCG will:

- instruct all DSE users to carry out a self-assessment of their workstation, taking into account their physical characteristics, the display screen equipment, the furniture and the working environment. This guidance will form part of the induction process and also the mandatory training programme and the policy will be available via the intranet.
- take all reasonably practicable measures to remedy any significant risks found as a result of the assessment
- advise display screen users of the risks to health of display screen work and how they are avoided

instruct the employee to discuss with their line manager any need for the provision of corrective equipment. Where it is recognised that there is a justified need for corrective equipment required specifically for working with display screen equipment, the CCG will meet the expense to a total value of £100.00 for the provision of corrective spectacles and meet the reasonable cost of corrective appliances.

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## 3. Definitions

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3.1 Display Screen Equipment – 'DSE'

This includes all alphanumeric or graphic computer display screens, including laptops. However, computer screens mainly intended for public display and 'portable' mobile devices not in prolonged use at a work station, such as mobile telephones, calculators, blackberries are not included.

3.2 Display Screen User

A display screen user is an employee who has limited discretion over the extent and use of a display screen and who, as a consequence of the frequency, duration, intensity and pace of spells of continuous display screen equipment use, may be at risk of musculo-skeletal problems, visual fatigue and stress.

The following is adapted from the *'Work with display screen equipment, Guidance on*

*Regulations*, para. 15, from the Health & Safety Executive:

Where it is clear that the use of DSE is more or less continuous on most days, the individuals concerned should be regarded as users. More specifically it is appropriate to classify a person as a user if they:

- Normally use DSE for continuous or near-continuous spells of an hour or more at a time;
- use DSE in this way more or less daily whether full or part time; and
- need to apply high levels of attention and concentration; or are highly dependent on DSE or have little choice about using it; or need special training or skills to use the DSE.

By definition this excludes staff that only uses DSE for 1-2 hours a day or only occasionally during the working week.

### 3.3 Workstation

A workstation exists wherever there is DSE (including portable DSE in prolonged use, such as laptops). The workstation as defined is the assembly including the screen, keyboard, other parts of the computer and its accessories (such as the mouse or other input device), the desk, chair and the immediate work environment.

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## 4. Risks

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- 4.1 The risks incurred by the typical DSE user are low if appropriate precautions are taken. Health problems associated with DSE use can be prevented in the majority of cases by provision of appropriate ergonomic workstations, by working collaboratively and openly with employees to ensure they are comfortable at their workstation and following the guidance in this document. *The evidence is that health problems associated with DSE use are most commonly experienced amongst those who use this equipment for most of the working day*
- 4.2 There is **no** evidence that DSE use causes disease or permanent damage to eyes. However long spells of DSE work can lead to tiredness and discomfort of the eyes. Headaches may result from aspects of or combinations of the following;
- Screen glare
  - Poor image quality
  - Inadequate lighting
  - Need for different spectacles
  - Stress from pace of work
  - Anxiety about new technology
  - Reading the screen for long periods
  - Poor posture
- 4.3 The likelihood of experiencing problems due to DSE use is related mainly to the

frequency, duration, intensity and pace of continuous use of DSE, allied to other factors such as, the amount of discretion the user has over the extent and methods of display screen use.

- 4.4 The users of mobile devices including iPads / mobile devices should use the same controls to reduce the DSE risks associated with portable computers.

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## 5. Procedures.

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### 5.1 Workstation Self-Assessment checklist.

The Self-Assessment checklist is the first stage in the assessment process and for the majority of staff will be sufficient to ensure you are avoiding exposure to risks of disorders or strains due to poor posture or a badly set up workstation. Most people will be happy to do the Self-Assessment but if you need assistance please ask your manager or a colleague.

For further information or advice on this policy please contact:

HR via [newdevonhr@nhs.net](mailto:newdevonhr@nhs.net)

Employees are encouraged to undertake a DSE self-assessments and to report health problems to their line manager.

### 5.2 Making adjustments to suit your needs. What can I do to help myself?

Make full use of the equipment provided, and adjust it to get the best from it and to avoid potential health problems. *Here are some practical tips:*

#### 5.2.1 Getting comfortable

- Adjust your chair and VDU to find the most comfortable position for your work. As a broad guide, your forearms should be approximately horizontal and your eyes the same height as the top of the VDU.
- Make sure you have enough work space to take whatever documents or other equipment you need.
- Try different arrangements of keyboard, screen, mouse and documents to find the best arrangement for you. A document holder may help you avoid awkward positioning.
- Arrange your desk and VDU to avoid glare, or bright reflections on the screen. This will be easiest if neither you nor the screen is directly facing windows or bright lights.
- Adjust curtains or blinds to prevent unwanted light or glare.
- Make sure there is space under your desk to move your legs freely. Move any obstacles such as boxes or equipment.
- Avoid excess pressure from the edge of your seat on the backs of your legs and knees. Use of a footrest may be helpful.

- Adjust your keyboard to get a good keying position. A space in front of the keyboard is sometimes helpful for resting the hands and wrists when not keying. It would be useful to have a gel pad strip to rest on whilst typing or resting, so that the wrists are not at an acute angle.
- Try to keep your wrists straight when keying. Keep a soft touch on the keys and don't overstretch your fingers. Good keyboard technique is important.
- The image below illustrates good posture at your workstation:



### 5.2.2 Reading the screen - *Using a mouse*

- Position the mouse within easy reach, so it can be used with the wrist straight.
- Sit upright and close to the desk, so you don't have to work with your mouse arm stretched. Move the keyboard out of the way if it is not being used.
- Support your forearm on the desk, and don't grip the mouse too tightly. Rest your fingers lightly on the buttons and do not press them hard.
- There are different sizes of mouse's available to suit larger and smaller hands.
- Adjust the brightness and contrast controls on the screen to suit lighting conditions in the room.
- Make sure the screen surface is clean.
- In setting up software, choose options giving text that is large enough to read easily on your screen, when you are sitting in a normal, comfortable working position. Select colours that are easy on the eye (avoid red text on a blue background, or vice-versa).
- Individual characters on the screen should be sharply focused and should not flicker or move. If they do, the VDU may need servicing or adjustment.

### 5.2.3 Posture

Don't sit in the same position for long periods. Make sure you change your posture frequently. Some movement is desirable, but avoid repeated stretching to reach things you need (if this happens a lot, rearrange your workstation).

### 5.2.4 Breaks

Most jobs provide opportunities to take a break from the screen, e.g. to do filing, photocopying or to make a drink ensure that you make use of them. If there are no such natural screen breaks in your job, your manager should plan for you to have rest breaks. Frequent short breaks are better than fewer long ones. Ideally when using VDUs a 5-10 minute break each hour would be advantageous to health

### 5.2.5 What do I do if problems remain?

Where your self-assessment identifies problems that cannot be easily and quickly resolved by you adjusting your workstation; or where you are experiencing muscle pains, strains, stress or visual disturbance which could potentially be linked to the workstation, working pattern or equipment, your manager will arrange for a referral to Occupational Health. To arrange this please copy your self-assessment to your manager and ask that a referral is made. As your employer we will take steps to reduce any risks identified.

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## 6. Corrective Appliances

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6.1 Corrective appliances (normally spectacles) provided to meet the requirements of the DSE Regulations will be designed to correct vision defects at the viewing distance used specifically for display screen work. *It should be noted that in most working populations only a minority (usually less than 10%) will need special corrective appliances for display screen work (1).* Those who need special corrective appliances may include users who already wear spectacles or contact lenses, or others who have uncorrected vision defects.

*(1) Health and Safety (DSE) Regulations 1992 as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002).*

6.2 Corrective appliance includes the provision of specialist chairs, mice and keyboards which can be supplied without the requirement of an occupational health assessment at a reasonable cost to the CCG.

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## 7. Employer's liability for costs

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### 7.1 Eye / eyesight tests

The duty on the CCG is to provide an eyesight test on recruitment, on request, periodically (no more than annually) and when a member of staff changes roles. If you believe you should be classified as a DSE user you should ask your manager, if this is agreed in according to the criteria in section 3.2. you may make your own

arrangements with an optometrist and the CCG will reimburse the reasonable costs afterwards, in line with the detail in section 7.5.

## 7.2 'Special Corrective Appliances' (spectacles)

Where a DSE user's own standard spectacles / contact lenses are sufficient for their DSE use, these should be used and the employer does not become liable for the cost of these or for future replacements.

The CCG's liability for helping with the cost of spectacles is limited to situations where *an employee's need for the spectacles / lenses is created by their use of DSE at work*. The majority of people who require spectacles / lenses in order to use DSE at work will already use spectacles / lenses in everyday life for reading small print, using computers at home, etc. Therefore it is not usual for the above condition to be met and the CCG will not be liable for help with costs of spectacles.

If an optometrist confirms that you specifically require spectacles for your DSE use at work (*not for everyday life*) you must obtain written, signed confirmation of this from the optometrist.

In those circumstances the CCG's liability is restricted to payment of the cost of basic spectacles, i.e. of a type and quality adequate for your work in this instance. The CCG is required to meet the costs associated with providing a basic frame and standard single vision lenses. The CCG will not reimburse the costs of special lenses such as high-index ('thinner') lenses, bi-focals, varifocals or treatments such as tinted or coated lenses *unless specifically identified as a requirement for visual stress (as a reasonable adjustment under the equality & diversity Act 2010. Referral should be made by a specialist advisor (e.g. Access to work) for colorimetry testing. Supportive evidence from an optometrist or orthoptist with expertise in this field would be required)*. Similarly, the CCG will not pay for higher-cost 'designer' frames. As a guide, a *maximum total* cost of £100 would be payable if you meet the criteria.

7.3 If users choose spectacles to correct eye or vision defects for purposes which include the user's work but go wider than that, the CCG need contribute only the costs attributable to the requirements of the job.

7.4 If users wish to choose more costly appliances (for example with designer frames, or lenses with optional treatments not necessary for the work), the CCG will not pay for these but will meet the costs associated with providing a basic frame and the prescribed lenses. In these circumstances managers will ask for a detailed invoice in order to identify the elements of the costs which the employer is liable for.

## 7.5 Reimbursement of costs.

In all cases, obtain agreement from your manager before committing to any costs. It must be clear that:

You meet the DSE user criteria in section 3.

If spectacles are required specifically for DSE use at work, rather than only the standard spectacles you would normally wear. NEW Devon CCG will make a contribution towards the cost of spectacles required for DSE work and refund the cost

of an eye test that is not greater than the value of an NHS sight test. It will not exceed the cost shown on the receipt if less than this.

Normal' corrective appliances are at the user's own expense, but users needing 'special' corrective appliances will be prescribed a special pair of spectacles for display screen work. NEW Devon CCG's liability for the cost of these is restricted to payment of the cost of a basic appliance, i.e. of a type and quality adequate for the user's work. However, users are permitted to choose spectacles to correct eye or vision defects for purposes which include the user's work but go wider than that, NEW Devon CCG will contribute only the costs attributable to the requirements of the job.

A refund equivalent to the cost of a basic pair of spectacles can be claimed via your manager authorisation & finance. The user is at liberty to choose spectacles more costly i.e. designer frames but any additional cost must be paid by the user. For the purpose of this policy NEW Devon CCG uses the cost of a pair of basic corrective appliances available from a national reputable ophthalmology service provider at the time as the maximum re-imburement.

- If you do not meet these criteria your claim will not be met.
- Where it has been agreed that the CCG is liable for costs the following method of reimbursement shall be followed:
- Submit your claim to your manager for authorisation. You should pay all costs to the optician and obtain receipts for the payment/s.
- You must also obtain signed confirmation from the optician that the spectacles are specifically required for your workplace DSE use
- Receipts for all amounts claimed, along with signed confirmation from the optician, should be submitted with a payment request form. The payment request form must be signed by the budget holder.
- The payment request form & receipts should then be submitted within your expenses claim to The Payments Officer- at NEW Devon CCG Commissioning, County Hall. You will receive a cheque for the amount claimed, posted to your home address within 14 days. The signed confirmation from the optician should be retained by HR in your file.

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## 8. Assessment

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- 8.1 All DSE users are referred to The DSE and Health & Safety policies through induction, mandatory training sessions, Business Managers and HR and through general team briefings. DSE users will complete the workstation self-assessment on an annual basis or when there is a significant change to their workstation, for example through a change of base or following replacement of computer equipment. Employees should complete and retain workstation self-assessments and forward a copy to HR. Employees will refer their DSE self-assessment to their manager if a problem is

identified. Appendixes C and D of this policy show flow charts to assist in the completion of work station assessments.

- 8.2 Following assessment, where a problem arises associated with the use of display screen equipment, the CCG shall take all reasonably practicable measures to remedy the risks found on the basis of the evaluation. Where problems remain, managers may then consider Occupational Health referral.
- 8.3 Any significant changes to equipment, software, systems of work or the workstation environment may necessitate a further self-assessment of your workstation set-up. Discuss this with your line manager.
- 8.4 Where an employee or their manager suspects there is a problem with a workstation or equipment then the process in Appendix A will be followed.

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## 9. Rest Breaks

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- 9.1 The risks from prolonged Display Screen Equipment use are mitigated by having frequent short changes of activity away from the DSE to ensure relief from long, uninterrupted periods at the screen. Risk assessment has determined that almost all roles within NEW Devon CCG will include 'natural' breaks from DSE use, through other activities E.g. using the telephone, attending meetings, conversations with colleagues etc. If a role does not provide natural periods away from the DSE the manager will need to redesign the job to provide these. There is no requirement to record these periods.

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## 10. References.

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*Health & Safety at Work Act 1974.*  
*Work with Display Screen Equipment. Health & Safety (Display Screen Equipment) Regulations 1992 as amended by the Health & Safety (Miscellaneous Amendments) Regulations 2002*  
*NEW Devon CCG Health & Safety policy*

## Appendix A Self-Assessment check list

Self- Assessment Check List			
Employee Name			Date
Department / Directorate			
The completion of this checklist will enable you to carry out a self-assessment of your own workstation. It is important to complete this form as accurately as possible in order to ensure your health & safety at work.			
Display Screen	YES	NO	COMMENTS
Can you easily adjust the brightness and contrast between the characters on the screen?			
Does the screen tilt and swivel easily?			
Is the screen image stable and free of flicker?			
Is the screen at a height which is comfortable for you?			
Is the screen free from uncomfortable glare?			
Keyboard			
Is the keyboard separate from the screen?			
Is the keyboard able to tilt ?			
Can you easily see the symbols on the keys?			
Is there enough space in front to rest your hands and wrists?			
Work desk or surface			
Is the desk surface large enough to allow you to place all equipment where you want it?			
Is the height of the desk suitable?			
Does the surface have a matt finish (non-reflectance)?			
If you have a document holder, is it stable and adjustable?			
If you do not have a document holder, would one be of benefit?			
Chair			
Is the chair stable?			
Can you adjust the height of the seat whilst sitting?			
Can you adjust the height and angle of the back rest?			
Does it allow movement?			
Is the chair in good state of repair?			
If your chair has arms, do they get in the way?			
Can you place both feet flat on the floor? If the answer is No, is there a foot rest provided?			

Environment			
Have you enough space to allow you to change position and vary your movements?			
Do windows have adjustable blinds?			
Is the lighting suitable for you?			
Are you distracted by noisy equipment?			
Is the temperature/ventilation comfortable all year round?			
Are storage facilities safe, secure and adequate?			
Is the cabling tidy? I.e. not presenting a trip hazard.			
Are precautions in place to enable patient and/or staff confidentiality to be respected			
Signature		Date	
<p><b>If this self-assessment has identified any problems or you are experiencing any aches or discomfort which may be associated with your workstation, raise these concerns with your manager. Advice is also available from the HR Team.</b></p> <p>Forward your completed assessment to HR for inclusion on your personnel file.</p>			

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Appendix B DSE form for use by Managers Staff & Finance Department

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Date :

Dear Optician

Name .....Directorate .....

The person presenting this letter is an employee of Northern Eastern & Western Clinical Commissioning Group and requires an eye sight test which must specifically ensure that the examination includes the test for Display screen equipment (DSE) use. Would you kindly therefore please confirm this examination has been carried out by completing the section below.

I .....am conversant with the standards recommended by the Association of Optometrist for VDU / DSE operators and in my opinion the above named patient.

Does / Does not satisfy the standard without spectacles / contact lenses.

Does / Does not require spectacles to be provided with the prescription solely for use with a VDU / DSE.

Does / Does not require spectacles to be provided with a combined prescription which include use with a VDU / DSE

**Additional comments**

.....  
.....  
.....  
.....  
.....  
.....

An eye test is recommended again in .....

Cost of eye test £ .....

The cost of the budget frames & single vision lenses to fill the requirement of spectacles solely for the use of DSE / VDU equipment is prescription total £ .....

Please attached a copy off the full invoice to this letter

Yours sincerely

NEW Devon CCG

Manager's authorisation for reimbursement

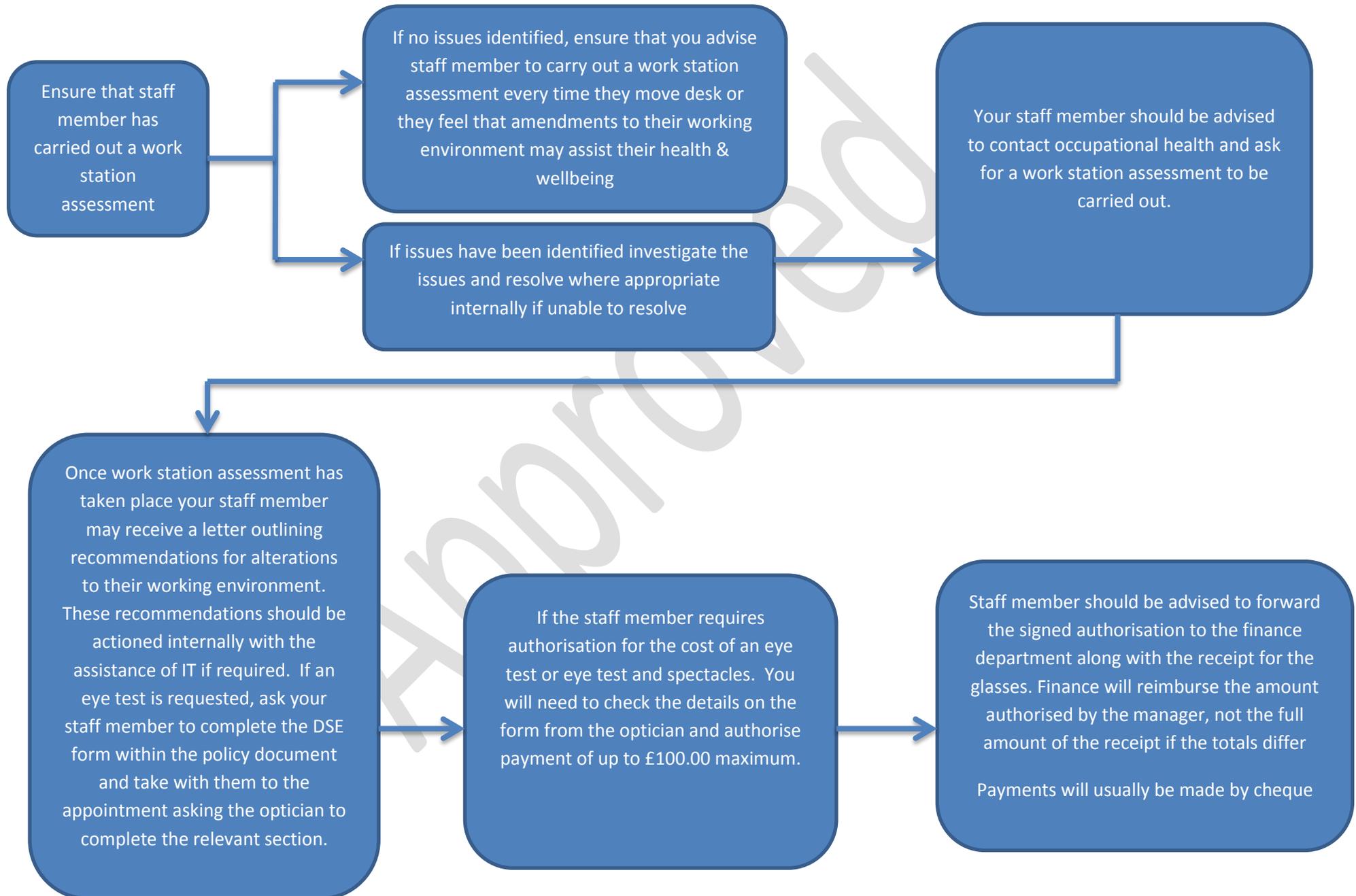
Manager ..... Department

.....

Amount authorised.....

*Please note that claims will only be valid for 6 months from the date on the receipt. Requests for reimbursement will not be processed after that period.*

Appendix C Flow chart for managers



Appendix D Flow chart for staff

